AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA *Advantage!,* a menu-driven database system. The INTERNET address for GSA *Advantage! is* http://www.gsaadvantage.gov

SCHEDULE TITLE: Federal Supply Schedule 70 – General Purpose Commercial Information Technology Equipment, Software, and Services

SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D316	IT Network Management Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

SIN 132-100- ANCILLARY SUPPLIES AND/OR SERVICES

NIC Federal, LLC d.b.a. NIC Technologies
4601 Fairfax Dr. Ste 1160
Arlington, VA 22203-1546
Phone: (646) 845-7356
Fax: (703) 841-6370
Web Page: www.nicusa.com

Contract Number: GS-35F-0503L
Period Covered by Contract: 7/24/2016-7/23/2021

Pricelist current through Modification **……………..** effective **………………**

For more information on ordering from Federal Supply go to this website: www.gsa.gov/schedules

CONTRACTOR'S ADMINISTRATION SOURCE:
Angela Fultz Nordstrom
E-mail: angela@egov.com
NIC Federal, LLC d.b.a. NIC Technologies
4601 Fairfax Dr. Ste 1160
Arlington, VA 22203-1546
Phone: (615) 661-0281
Fax: (703) 841-6370
Web Page: www.nicusa.com
Business size: Large Business

CUSTOMER INFORMATION:

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

SIN DESCRIPTION

SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301	IT Facility Operation and Maintenance
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FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

SIN 132-100- ANCILLARY SUPPLIES AND/OR SERVICES

1b. **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:** N/A

1c. **HOURLY RATES (Services only):** See labor categories and rates listed on p.9 and p.17.

2. **MAXIMUM ORDER*:**

SIN	MAXIMUM ORDER
132 51	$500,000
132 1000	$500,000

NOTE TO ORDERING ACTIVITIES: *If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3. **MINIMUM ORDER:** Minimum order per the contract $100.00 or as negotiated.

4. **GEOGRAPHIC COVERAGE:** Domestic, or 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories.

5. **POINT(S) OF PRODUCTION:** N/A

6. **DISCOUNT FROM LIST PRICES:** Prices herein are net government prices.

7. **QUANTITY DISCOUNT(S):** None

8.   PROMPT PAYMENT TERMS: Net 30 Days

9.a   Government Purchase Cards must be accepted at or below the micro-purchase threshold.

9.b   Government Purchase Cards are accepted above the micro-purchase threshold.

10.   FOREIGN ITEMS: N/A

11a.   TIME OF DELIVERY: As required as shown in the ordering agency's SOW.

11b.   EXPEDITED DELIVERY: As required as shown in the ordering agency's SOW.

11c.   OVERNIGHT AND 2-DAY DELIVERY: N/A

11d.   URGENT REQUIRMENTS: Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12.   FOB POINT: Destination

13a.   ORDERING ADDRESS: NIC Technologies
4601 Fairfax Dr. Ste 1160
Arlington, VA 22203-1546
Phone: (646) 845-7356
Fax: (703) 841-6370

13b.   ORDERING PROCEDURES: Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 on Blanket Purchase Agreements (BPA's)

14.   PAYMENT ADDRESS: NIC Technologies
25501 West Valley Parkway
Suite 300
Olathe, Kansas 66061
Office: 877-234-3468
Fax: 913-498-3472

15.   WARRANTY PROVISION: Standard Commercial Warranty.

16.   EXPORT PACKING CHARGES: N/A

17.   **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:**
       See 9a and 9b.

18.   **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A

19.   **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A

20.   **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A

20a.   **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A

21.   **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A

22.   **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A

23.   **PREVENTIVE MAINTENANCE (IF APPLICABLE**): N/A

24a.   **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A

24b.   **Section 508 Compliance for Electronic and Information Technology (EIT):** Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): : **N/A**

       The EIT standard can be found at: www.Section508.gov/.

25.   **DUNS NUMBER:** 80-196-8165

26.   **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Contractor has an Active Registration in the SAM database. CAGE: 1R4F0

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

*****NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.*

1.   SCOPE

a.   The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT/IAM Professional Services within the scope of this Information Technology Schedule.

b.   The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2.   PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

a.   Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

b.   The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c.   Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3.   ORDER

a.   Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b.   All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4.   PERFORMANCE OF SERVICES

a.   The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b.   The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c.   The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d.   Any Contractor travel required in the performance of IT/IAM Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

(a)   The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1)   Cancel the stop-work order; or

(2)   Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b)   If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1)   The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2)   The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c)   If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d)   If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT/IAM Professional Services.

9. INDEPENDENT CONTRACTOR

All IT/IAM Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

"Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT/IAM Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
    (1) The offeror;

(2) Subcontractors; and/or

(3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 132-51 IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

Services Labor Categories SIN 132-51

DATABASE ADMINISTRATOR

Functional Responsibilities: This individual is familiar with data organization, normalization, and security issues. Has demonstrated experience in one or more of the following: Sybase, Oracle, Informix, SQL Server, Access, and/or FoxPro. Has experience in the maintenance and optimization of databases. Is familiar with security measures, data and user rights assignments, back-up strategies, and report generation.

Works closely with Program Manager and Development Team to ensure development or analysis remains on schedule.

Education and Experience: AAS degree and a minimum of two years direct experience or an equivalent combination of training and work experience. Education and experience may be substituted.

INTERNET/INTRANET DEVELOPER

Functional Responsibilities: This individual is experienced with JAVA, VJ++ and/or VB/Script or other comparable languages. Knowledge about Server-side development using, CGI, ISAPI, OLE ISAPI or comparable languages.

Works closely with Project Manager or Development Team Lead to ensure development or analysis remains on schedule.

Education and Experience: AAS degree and a minimum of two years direct experience or an equivalent combination of training and work experience. Education and experience may be substituted.

PROGRAM MANAGER

Functional Responsibilities: This individual is fully responsible and accountable to ensure that contract requirements are completed on time, within contract funding limits. Manages a staff of professional and/or technical personnel to support project requirements directed by the client or Government agency. Establishes goals, plans and schedules that will meet contractual requirements. Reviews, approves and controls costs of labor and materials to maintain adequate funding levels. Plans, reviews and evaluates the performance and training needs of individuals assigned to the contract. Provides quality control.

Overall Program Oversight and Client Communications

Education and Experience: BS or BA degree and a minimum of three years direct experience or an equivalent combination of training and work experience. Education and experience may be substituted.

PROGRAMMER

Functional Responsibilities: This individual is required to produce workable, readable, well-documented code based on flow-charts, ER diagrams, or procedural specifications provided by analysts. Tests and debugs applications and systems following a test design provided by analysts. Assists in application documentation and adheres to organizational code construction guidelines.

Cooperates closely with the development team to translate client descriptions and ideas into workable solutions.

Education and Experience: AAS degree and a minimum of two years direct experience or an equivalent combination of training and work experience. Education and experience may be substituted.

BUSINESS ANALYST

Functional Responsibilities: Analyst will be familiar with a range of digital/web services and solutions, ideally where open source and cloud technologies and agile development methodologies have been applied. Individual is detailed oriented with excellent communication skills, ability to rationalize complex information to make it understandable for others to work, and ability to interrogate reported information and challenge sources where inconsistencies are found. Must support team, client and organization(s) by analyzing propositions and assessing decision-making factors such as strategic alignment, cost/benefit, and risk. Will often work closely with the Product Manager to define a product approach to meet the specified user need. Individual will define skill requirements and map internal, agency, and external (partners/specialist contractors) resources Work with the owning agency to ensure they have the budget to cover the proposed approach and resource requirements during delivery and analyze what provision they have for ongoing running costs. Accustomed to analyzing and mapping the risks of product approach and propose mitigation solutions. Will often define how the predicted user and financial benefit can be realized, and how channel shift will be measured.

Individual will analyze customer business needs and recommend and implement solutions. Analyst will develop a collaborative relationship with developers and other members of internal and external teams to define requirements and resolve problems. Responsible for providing ongoing technical support to customers, including support for migrations of the application into various environments. Individual may provide application and technical support during all phases of the application lifecycle (requirement definition, writing user stories, test plans, test scripts, and supporting documentation). Role will also lead or provide support for training and documentation to the user community in support of business applications. When appropriate, utilizes Lean Agile methodologies to track work item in a development project.

Education and Experience: BS or BA degree and a minimum of three years direct experience or an equivalent combination of training and work experience. Education and experience may be substituted.

TECHNICAL ARCHITECT

Functional repsonsibilities: Experience serving as the manager of complex technology implementations, with an eye toward constant reengineering and refactoring to ensure the simplest and most elegant system possible to accomplish the desired need. Understands how to maximally leverage the open source community to deploy systems on infrastructure as a service providers. Comfortable with liberally sharing knowledge across a multi-disciplinary team and working within agile methodologies. A full partner in the determination of vision, objectives, and success criteria. Primarily responsible for: Architecting the overall system, by using prototyping and proof of concepts, which may include: modern programming languages (e.g., Ruby, Python, Node.js) and web frameworks (e.g., Django, Rails); modern front-end web programming techniques (e.g., HTML5, CSS3, RESTful APIs) and frameworks (e.g., Twitter Bootstrap, jQuery); relational databases (e.g., PostgreSQL), and "NoSQL" databases (e.g., Cassandra, MongoDB); automated configuration management (e.g., Chef, Puppet, Ansible,

Salt), continuous integration/deployment, and continuous monitoring solutions; Use of version control systems, specifically Git and GitHub. Ensuring strategic alignment of technical design and architecture to meet business growth and direction, and stay on top of emerging technologies. Decomposing business and system architecture to support clean-interface multi-team development. Developing product roadmaps, backlogs, and measurable success criteria, and writing user stories (i.e., can establish a path to delivery for breaking down stories). Clearly communicates and works with stakeholders at every level.

Education and Experience: BS or BA degree and a minimum of three years direct experience or an equivalent combination of training and work experience. Education and experience may be substituted.

SECURITY/SYSTEMS ENGINEER

Functional Responsibilities: Engineer will identify and mitigate vulnerabilities using alternate or compensating controls as necessary. Individual will support, monitor, test, and troubleshoot IA software issues in conjunction with other IA staff to ensure timely response actions to security incidents. Recognizes potential security violations, takes appropriate action to report the incident as required by regulation, and mitigates any adverse impact. Implements applicable patches including IA vulnerability alerts (IAVA), IA vulnerability bulletins (IAVB), and technical advisories (TA) for assigned operating system(s). Under limited supervision, supports advanced computing, network, or enclave environments, applies extensive knowledge of a wide range of IA concepts, practices and procedures to ensure the secure integration and operation of all enclave systems. By working independently or leading and directing others, solves IA problems quickly and completely.

Individual will leverage experience serving as the security engineer of complex technology implementations in a product-centric environment. Accustomed to bridging the gap between legacy development or operations teams and working toward a shared culture and vision. Works collaboratively with developers to create the most secure systems in the world while enhancing the privacy of all system users. Skilled and experienced with white-hat hacking and fundamental computer science concepts. Engineer will perform or oversee security audits, risk analysis, application-level vulnerability testing, and security code reviews. Individual will develop and implement technical solutions to help mitigate security vulnerabilities and help conduct research to identify new attack vectors.

Education and Experience: BS or BA degree and a minimum of two years direct experience or an equivalent combination of training and work experience. Education and experience may be substituted.

SYSTEMS TECHNICIAN

Functional Responsibilities: This individual performs well-defined technical assignments in support of senior personnel. Gathers, organizes and examines data for completeness and accuracy. Generates, revises and updates various documentation and reports. Interfaces with mid-level personnel associated with software, telecommunications, vendors, suppliers and equipment manufacturers, Government agencies, and other entities to carry out tasking.

Assist other more senior staff personnel in resolving problems and developing solutions.

Education and Experience: Product technical certification and a minimum of two years direct experience or an equivalent combination of training and work experience. Education and experience may be substituted.

Product Manager

Functional responsibilities: This individual is fully responsible for the delivery, ongoing success and continuous improvement of one or more digital products and/or services or platforms. Accountable to ensure that contract requirements are completed on time, within contract funding limits. Manages and leads a staff of professional and/or technical personnel to support project requirements directed by the client or Government agency. Establishes goals, plans and schedules that will meet contractual requirements. Reviews, approves and controls costs of labor and materials to maintain adequate funding levels. Plans, reviews and evaluates the performance and training needs of individuals assigned to the contract. Provides quality control.

Experience managing the delivery, ongoing success, and continuous improvement of one or more digital products and/or platforms. Will lead one or more multi-disciplinary agile delivery teams to deliver excellent new products and/or iterations to existing products to meet user needs. Individual will ensure teams gather user requirements based on a communicable understanding of diverse audience groups. Responsible for defining and ensuring stakeholder buy-in for product definition and delivery approach. Manager will ensure the creation of effective, prioritized product descriptions, and delivery plans to meet user needs in a cost-effective way. Continually keep abreast of changes to user habits, preferences, and behaviors across various digital platforms and their implications for successful delivery of government digital services. Individual will lead team in underpinning the delivery and iteration of digital services through effective analysis of qualitative and quantitative user data.

Education and Expereince: BS or BA degree. Minimum of five years specialized experience or an equivalent combination of training and work experience. Education and experience may be substituted.

Interaction Designer/User Researcher/Usability Tester

Functional responsibilities: Responsible for the development, documentation, execution, and maintenance of written test plans, design scenarios, user research and test cases for applications and services. Typically part of a highly collaborative, multi-disciplinary team focused on improving usability, user experience, and driving user adoption and engagement. They are responsible for conducting user research, analysis & synthesis, persona development, interaction design, and usability testing.

Individual will automate test procedures where appropriate and perform functional and regression testing. Responsibilities include continually integrating automated tests into the regression suite. Determine and document any areas of the application or service that may need improvement based on testing. Lead the design specifications review, standards development, and user documentation creation and work closely with development and project management resources directly to report and resolve issues. Will conduct stakeholder interviews, user requirements analysis, task analysis, conceptual modeling, information architecture, interaction design, and usability testing. May lead or participate in design and specify user interfaces and information architecture. Leads participatory and iterative design activities, including observational studies, customer interviews, usability testing, and other forms of requirements discovery. Individual will design and develop primarily internet/web pages and applications. Develops proof-of-concepts and prototypes of easy-to-navigate user interfaces (UIs) that consists of web pages with graphics, icons, and color schemes that are visually appealing. Will research user needs as well as potential system enhancement. Has familiarity

to, or may actually: code, test, debug documents, and implement web applications using a variety of platform. Plans, recruits, and facilitates the usability testing of a system. Analyzes and synthesizes the results of usability testing in order to provide recommendations for change to a system

Education and Experience: *BS or BA degree. Minimum of five years specialized experience or an equivalent combination of training and work experience. Education and experience may be substituted.*

Writer/Content Designer/Content Strategist

Functional responsibilities: Individual will develop the strategy and execution of content across digital channels. Responsibility for performing timely updates to external- and internal-facing web, social media, and mobile sites.
Ensures websites meet documented standards for design, accessibility, consumer engagement and search engine optimization. Accountable for monitoring existing content, recommends optimizations and responds to client requests for updates. May lead efforts in developing web content, including the development of graphics for the website and building new sections of website as appropriate. Individual contributes toward overall online strategy and marketing initiatives and supports e-marketing, social media, analytics and search engine optimization efforts. Responsibility may include providing day-to-day oversight of other content specialists, interns and/or contractors as assigned and serving as Web & New Media team's coordinator for production releases, including communicating with key partners and solidify team participation in releases.
Improves content creation efforts by helping to lead the research & development of interactive and experiential storytelling for projects and advises how to improve the ongoing iteration of content models. Will collaborate with designers and other content strategists to improve how the effectiveness of digital, print, and other content is measured. Responsible for advising how to streamline content production and management solutions and processes, based on user research.
May plan and facilitate content strategy workshops and brainstorming sessions on developing content and content services (including API development). Will ensure close collaboration with developers and designers to create, test, and deploy effective content marketing experiences using the Agile method of software development. Individual will provide recommendations on how to deliver a consistent, sustainable and standards-driven execution of content strategy across products, services, and projects. Will work closely and collaboratively with content managers, writers, information architects, interaction designers, developers, and content creators of all types and participate, as needed, on an Agile software development scrum teams.

Education and Experience: *BS or BA degree. Three years specialized experience or an equivalent combination of training and work experience. Education and experience may be substituted.*

Visual Designer

Functional responsibilities: Visual Designer will understand and interpret brand, user, and business needs, in order to develop innovative, creative, and results-oriented digital solutions. S/he will partner with UX Architects, Copywriters, and Technology team members to ensure design follows best practices, optimizes messaging, and is technically feasible. Brainstorming big ideas in a group setting and expressing your opinion is encouraged along with creating concepts, mood boards, visual design comps, and other design deliverables to promote and sell your work. Individual will understand the goals of customers and the business so that they can

create experiences that delight. Visual Designers will be well-versed in all aspects of current visual design standards and trends and will be responsible for managing project design reviews, resource planning, and execution for all project work related to visual design. Individual must ensure design consistency and quality across multiple digital channels and assist and support digital art directors in the execution and management of digital brand standards and style guides. S/he will maintain relevancy in the field by monitoring digital trends, attending workshops, and joining professional groups. Will oversee all visual design efforts and guide, mentor, and coach team members while leading projects to successful completion. Lead efforts in developing and maintaining relationships with key peers in Marketing, Branding, UX leaders, IT leaders, and others to identify and plan creative solutions. Will assist in leading teams to manage external service resources and budgets for visual design while ensuring successful completion of all work executed by the team. Individual will develop, maintain, and ensure compliance of application release management, outage management and change control processes and standards.

Education and Experience: BS or BA degree. Three years specialized experience or an equivalent combination of training and work experience. Education and experience may be substituted.

Front End Web Developer

Functional responsibilities: Individual understands key server-side web development concepts through experiences such as interpreting graphic visual or interaction designs in HTML, CSS and Javascript and creating visually appealing web pages or interfaces. Direct or conduct programming interaction with JavaScript and/or a library such as jQuery, YUI or Prototype and ensure testing cross-browser, cross-platform, and/or cross-device compatibility for inconsistencies. Responsible for testing for compliance to specified standards such as accessibility standards in the clients region or domain and ensures conducting observational user testing, or reviewing designs against usability heuristics.
Developer will have experience using modern, frontend web development tools, techniques, and methods for the creation and deployment of user-facing interfaces. Individual is accustomed to working in an agile and lean environment to routinely deploy changes. Individual will be well versed in frontend web development using modern techniques and frameworks (e.g., HTML5, CSS3, CSS frameworks like LESS and SASS, Responsive Design, Bourbon, Twitter Bootstrap). Significant experience with JavaScript development using modern standards, including strict mode compliance, modularization techniques and tools, and frameworks and libraries (e.g., jQuery, MV* frameworks such as Backbone.js and Ember.js, D3) and consuming RESTful APIs. Developer will be skilled in using and working in team environments that use agile methodologies (e.g., Scrum, Lean) and use of version control systems. Will lead in ensuring Section 508 Compliance. Familiarity in using and working with open source solutions and community and creating web layouts from static images and creating views and templates in full-stack frameworks .

Education and Experience: BS or BA degree. Three years specialized experience or an equivalent combination of training and work experience. Education and experience may be substituted.

Back End Web Developer

Functional responsibilities: Developer will leverage experience using modern, open source software to prototype and deploy backend web applications, including all aspects of server-side processing, data storage, and integration with frontend development. Individual responsible for

web development using open-source web programming languages (e.g., Ruby, Python) and frameworks (e.g., Django, Rails) in addition to developing and consuming web-based, RESTful APIs. Accustomed to using and working in team environments that use agile methodologies (e.g., Scrum, Lean). Individual will author developer-friendly documentation (e.g., API documentation, deployment operations). Oversee and participate in test-driven development and use of version control systems, specifically Git and GitHub. Developer responsible for managing the interchange of data between the server and the users. May oversee the development of all server-side logic, definition and maintenance of the central database, and ensuring high performance and responsiveness to requests from the front-end. Responsible for integrating the front-end elements built into the application. A basic understanding of front-end technologies is therefore necessary as well.

Developer will ensure integration of user-facing elements developed by a front-end developers with server side logic and will ensure building reusable code and libraries for future use. Individual will prioritize the optimization of the application for maximum speed and scalability. Developer will ensure the implementation of security and data protection and design and implementation of data storage solutions.

Education and Experience: *BS or BA degree. Three years specialized experience or an equivalent combination of training and work experience. Education and experience may be substituted.*

DevOps Engineer

Functional responsibilities: Will serve as the engineer of complex technology implementations in a product-centric environment. Individual will be comfortable with bridging the gap between legacy development or operations teams and working toward a shared culture and vision. Will equip developers with the best tools and ensuring system uptime and performance. Responsible for deploying and configuring services using infrastructure as a service providers (e.g., Amazon Web Services, Microsoft Azure, Google Compute Engine, RackSpace/OpenStack). Will lead in configuring and managing Linux-based servers to serve a dynamic website and debugging cluster-based computing architectures. Will oversee the installation and management of open source monitoring tools and configuration management tools (e.g., Puppet, Chef, Ansible, Salt).

Individual will enable architecture for continuous integration and deployment, and continuous monitoring and containerization technologies (e.g., LXC, Docker, Rocket). Responsible for automating and streamlining operations and processes and building and maintaining tools for deployment, monitoring and operations. Must troubleshoot and resolve issues in dev, QA and production environments and develop processes and documentation to improve the security and reliability of systems. Monitors, analyzes, and reports performance statistics for cloud hosted environments and consults on overall production system architecture. Individual will develop test automation framework in collaboration with other team members. Ensures security of hosted systems by monitoring security access to systems while maintaining and integrating with third party applications like Jira, Confluence, Bamboo.

Education and Experience: *BS or BA degree. Three years specialized experience or an equivalent combination of training and work experience. Education and experience may be substituted.*

Agile Coach

Functional responsibilities: Coach will drive agile principles and practices into the IBM organization. This role works with teams to implement and improve agile practices, as well as drive overall Agile culture change. Responsible for working closely with teams and team members (e.g., Scrum Masters) to develop and perform activities allowing the development of agile skills and improvement of development processes. Coach is to share their experience and observations with all team members and to make sure that the best practices are being used. Will ensure teams develop their agile skills in order to rapidly become self-sufficient and benefit from agile approaches. Supports the start-up of teams/projects, gives advice to improve the application of Scrum throughout projects, and spreads the best practices and promotes and facilitates in a cohesive manner the adoption of Agility within teams and by organizations. Coach will remain at the leading-edge of agile development practices and contribute to their spreading across the organization. Individual must understand the mechanisms of agile practices and software development processes and able to clearly communicate to others while working to help all levels of the organization understand the benefits of working agile. Individual will be experienced in transformative initiatives delivering lasting change within agencies and organizations that focus on delivering value. Coach will work with teams to ensure that delivery teams are adopting agile and performing effectively. Individual must operate seamlessly at the portfolio or program level, to help establish the right processes for managing a portfolio of work in an agile way and at the organization level, to drive strategic change across the organization and ensure that adoption of agile techniques is embedded from the most senior levels of the organization. Coach must connect across all levels to ensure that organizations adopt a pragmatic approach to the way in which they govern delivery and continuous improvement of services. Individual must ensure an integrated agile culture is in place using techniques from a wide range or agile and lean methodologies and frameworks. Coach will help to create an open and trust-based environment, which enables a focus on delivery and facilitates continuous improvement. Coach may be required to showcase relevant tools and techniques such as coaching, advising, workshops, and mentoring. Will ensure consistent engagement with stakeholders at all levels of the organization while applying best tools and techniques to: team roles, behaviors, structure and culture, agile ceremonies and practices, knowledge transfer and sharing, program management, cross- team coordination, and overall governance of digital service delivery.

Education and Experience: BS or BA degree. Three years specialized experience or an equivalent combination of training and work experience. Education and experience may be substituted.

Digital Performance Analyst

Functional responsibilities: Analyst will have experience specifying, collecting, and presenting key performance data and analysis for a given digital service. Responsibilities include supporting Product Managers by generating new and useful information and translating it into actions that will allow them to iteratively improve their service for users. Individual possesses analytical and problem-solving skills necessary for quickly developing recommendations based on the quantitative and qualitative evidence gathered via web analytics, financial data, and user feedback. Is adept at confidently explaining technical concepts to senior officials with limited technological background and accustomed to working with data, from gathering and analysis through to design and presentation. Will communicate service performance against key indicators to internal and external stakeholders and ensure high-quality analysis of transaction data. Analyst will support the procurement of the necessary

digital platforms to support automated and real- time collection and presentation of data. Must identify delivery obstacles to improving transactional performance in organizations and working with internal and external teams to overcome those obstacles.

Analyst responsibilities include to specify, collect and present the key performance data and analysis for their service and continuously measures, assesses, and improves performance in transacting with the target audience. Individual supports service managers by generating new and useful information and translating it into actions that will allow them to iteratively improve their service for users. Analyst will have excellent analytical and problem solving skills enabling an ability to quickly develop recommendations based on the quantitative and qualitative evidence gathered via web analytics, financial data and user feedback. Analyst is confident in explaining technical concepts to others with limited technological background and be comfortable working with data, from gathering and analysis through to design and presentation. Will communicate service performance against key indicators to internal and external stakeholders and ensure high-quality analysis of transaction data. Analyst will support the procurement of the necessary digital platforms to support automated and real-time collection and presentation of data as required and share examples of best practice in digital performance management across all sectors.

Education and Experience: BS or BA degree. Three years specialized experience or an equivalent combination of training and work experience. Education and experience may be substituted.

Services Labor Categories SIN 132-100

TECHNICAL WRITER/DOCUMENTATION SPECIALIST

Functional Responsibilities: This individual is responsible for developing, revising, and editing reports, articles, manuals, specifications, presentations or other technical documents and works closely with project and staff managers and engineers on content and format of documentation. Works with little guidance. Has experience as technical writer and knowledge of desktop publishing software and format standards to prepare, edit and publish technical matter.

Reports to Program Manager.

Education and Experience: HS diploma and a minimum of two years direct experience or an equivalent combination of training and work experience. Education and experience may be substituted.

Labor Categories & Rates

SIN	JOB TITLE	GSA RATES w/IFF
132-51	Database Administrator	$97.16
132-51	Internet/Intranet Developer	$133.84
132-51	Program Manager	$144.97
132-51	Programmer	$111.52
132-51	Business Analyst	$178.45
132-51	Technical Architect	$184.58
132-51	Security/ Systems Engineer	$156.13
132-51	Systems Technician	$83.64
132-51	Product Manager	$125.54
132-51	Interaction Designer/User Researcher/Usability Tester	$71.74
132-51	Writer/Content Designer/Content Strategist	$159.62
132-51	Visual Designer	$53.80
132-51	Front End Web Developer	$112.09
132-51	Back End Web Developer	$121.06
132-51	DevOps Engineer	$107.61
132-51	Agile Coach	$107.61
132-51	Digital Performance Analyst	$85.19
132 100	Technical Writer/ Documentation Specialist	$65.12